

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
FOURTH SET OF INFORMATION REQUESTS FROM THE MASS OIL HEAT  
COUNCIL  
D. T. E. 05-27

Date: July 16, 2005

Responsible: Stephen H. Bryant, President

**Revised Response/Bulk Attachment**

MOC-4-5 With regard to the five separate services offered by the Company's EP&S division, please provide the following information:

- (a) copies of applicable tariffs;
- (b) for the years 2002 to 2005 (to date) the number of customers for each service;
- (c) for the years 2002 to 2005 (to date) the number of customer complaints received concerning each service. Please describe the notice of each complaint and the ultimate resolution;
- (d) for the years 2002 to 2005 (to date) the number of contractor complaints received concerning each service. Please describe the nature of each complaint and the ultimate resolution.

Response: This revised response is submitted as a substitute for the original response to MOC-04-05, filed July 11, 2005.

- (a) There are no applicable tariffs concerning the five separate services offered by EP&S.
- (b) The number of customers for the five services are presented in MOC-04-05 Attachment (a) – Revised.
- (c) The Company maintained no log of complaints from 2002 through September 2004. The Company began logging complaints for Guardian Care and Rentals in October 2004. From October 2004 through June 23, there have been 41 complaints related to Guardian Care, 23 related to Rental Water Heaters, 3 related to Rental Conversion Burners, and 6 for unspecified rentals. Copies of the complaints and resolution are attached as Attachment MOC-04-05 (b) – Revised. The names, phone numbers, addresses, and account numbers of customers whose complaints were logged have been redacted to protect their privacy.

- (d) The Company has maintained a log of contractor complaints regarding the Standards of Conduct since July 1998. There are no complaints listed from 1998 through 1992, or for 1995. Complaints from 1993 are listed in Attachment MOC-04-05 (c) – Revised. Complaints from 1994 are listed in Attachment MOC-04-05 (d) – Revised. The names, phone numbers, and addresses of contractors whose complaints were logged have been redacted.

**Number of Customers**

	2002	2003	2004	2005 Ytd May
Furnace, Boiler and WH Installs	1,312	1,238	1,389	513
Fee For Service	12,757	8,610	6,688	3,384
Annual Inspections	10,804	6,758	11,039	2,288
Guardian Care Contracts	43,315	45,867	48,537	48,856
Water Heater Rentals	36,652	35,969	35,000	34,443

# **ATTACHMENT MOC-04-05 (b)**

# **Guardian Care Customers**



## Call Back Request

**Status:** Resolved

**Call Information:**

Date/Time Call Received: 10/05/2004 02:54 PM  
Specialist: Loribeth Robinson

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |   |
|---|---|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts               |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing                 |
| <input type="radio"/> G.C. Technical Questions      | <input checked="" type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB            |   |
| <input type="radio"/> New Business                  |   |
| <input type="radio"/> Cancellation Due to Shut-Offs |   |

**Issue:**

CUST ENROLLED IN GC LAST YR-SAYS NEVER USED AND  
DIDNT PAY BECAUSE HE DIDNT WANT IT-WANTS FULL  
REFUND

**Resolved Date:** 10/05/2004 04:09 PM  
**Resolved By:** Alex Petrosino

**Resolution:**

Customer was not billed in 1993 for the plan. Since he wasn't  
billed didn't call because he decided he didn't want the coverage.  
Was told by CCC rep. that if he called he wouldn't have received  
GC service. Refused to pay...Agreed to cancel charges.



## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 10/13/2004 01:52 PM  
Specialist: Deana Ramstrom

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing              |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation         |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

### Issue:

Customer called up to sign up for gc, explained the program and told her it would be effective in 15 days from today. Customer said that she needs a service call today. Told her that there is a 15 day waiting period. Said she called up before to 'find out about the program' no one ever told her about the waiting period. Cust mentioned that she called to find out prices for a service call w/out gc and said it was ridiculous and she wanted to sign up for gc to cover her service call. Told her usually when the customer signs up we tell them about the 15 day waiting period.

**Resolved Date:** 10/13/2004 02:44 PM

**Resolved By:** Alex Petrosino

### Resolution:

Spoke to customer, explained that we do make an effort to tell new customers about our products and services and occasionally we miss the mark. However, because we did not tell her about the plan when she signed up for gas service, we are not obligated to cover repairs need to her heating system. She must wait the 15 days before the equipment is covered and it must be good working order when the plan goes into effect. She wanted

management to know that it is important to tell new customers about these services. She did sign up for the plan with the 15 day waiting period.





## Call Back Request

**Status:** Resolved

**Call Information:**

Date/Time Call Received: 10/19/2004 08:07 AM  
Specialist: Alex Petrosino

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing              |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation         |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

**Issue:**

upset that she wasn't offered to continue GC when her two year free warranty expired. would have taken it. Customer was on Excel spreadsheet to receive letter. now that she has a problem doesn't want to wait for 15 day waiting period.

**Resolved Date:** 10/19/2004 08:10 AM  
**Resolved By:** Alex Petrosino  
**Resolution:** agreed to waive waiting period and cover charge of \$125.



## Call Back Request

Status: Resolved

### Call Information:

Date/Time Call Received: 10/26/2004 12:11 PM  
Specialist: Liam Needham

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts          |
| <input type="radio"/> G.C. Service Repairs          | <input checked="" type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation       |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

### Issue:

Mr. Hermans has had guardian care for a number of years. Customer says has had a Sears furnace the whole time. Wondering why he paid for a plan when he wasn't even covered. Wants an explanation as to how this happened. He did have an adjustment for previous years G/C and some service charges. But he says he thought about it and thinks he deserves more than that.

Resolved Date: 11/03/2004 01:39 PM

Resolved By: Martin Poulin

### Resolution:

Left message 11/3 11:21 - mgp

Spoke to [REDACTED] Agreed to credit him for the years he paid for GC coverage on his Sears boiler, after we started excluded Sears products. Since January of 2001 he has paid \$389.64 for Guardian Care. He has already received \$231.26 in credits. We will credit his next bill \$158.38. Please make this adjustment to his bill. Customer asked how to get service in the future. Advised him that best bet would be to contact Sears. Customer is satisfied.

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## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 10/26/2004 12:14 PM  
Specialist: Paul Kady

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing              |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation         |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

### Issue:

[REDACTED] inherited house when mother passed away. He took over old bills as well. Making effort to pay. Heat sys has problems currently. Has high bal and no gc. Mother had gc till 1/2003. [REDACTED] feels gc should continue on his acct b/c he has made effort to pay bills. I adv him that he would need to have current bills pd to 0 bal for one yr to qualify for gc. Cst upset b/c can't afford to pay for repairs to hh. This guy said he is a housing inspector in springfield. He wants a supervisor to call him and approve gc on his acct.

Resolved Date: 11/11/2004 01:31 PM  
Resolved By: Alex Petrosino

Resolution:  
called cust. left message to call me. set up Gc for cust. on separate acct. cust. purchased property and paid off mother's balances.



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 10/26/2004 01:05 PM  
Specialist: Leigh Elliott

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing              |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation         |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

**Issue:**

[REDACTED] called to schedule an annual inspection, I informed her due to the time of year we can no longer accept anymore annual inspections. She felt that an annual inspection was part of her guardian care contract, I explained that it was not, but that we did however offer a discount on inspections during the summer period May-August to guardian care customers. She became irate. Customer stated there was a recent explosion in her town when someone turned on their gas heating system and she was afraid to turn hers on. I offered her a billable service call since this was not something that would be covered by guardian care. I also offered her the list of independent contractors to schedule an inspection with them if she chose. Cust asked for supervisor.

**Resolved Date:** 10/27/2004 11:05 AM

**Resolved By:** Leigh Elliott

**Resolution:**

Marty Poulin reviewed this complaint and offered customer annual inspection at \$94.95. Called customer and left message for her to please call us if interested. Notated acct. Have not heard back from customer.



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## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 11/01/2004 08:33 AM  
Specialist: Liam Needham

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts          |
| <input type="radio"/> G.C. Service Repairs          | <input checked="" type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation       |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

**Issue:**

Customer wanted guardian care to remain on rental property on [REDACTED]. Informed her that prop is still covered. Cust asked why wasn't on the same bill, told her I would transfer to one account. Cust asked why 2 accounts were so close (\$98 & \$94) told her it was some gas + monthly guardian care & just coincidence. Cust said I was not explaining clearly, requested supervisor.

**Resolved Date:** 11/01/2004 10:41 AM  
**Resolved By:** Alex Petrosino  
**Resolution:**

Spoke to customer, I could not explain why she hadn't received the September statement on the final acct. explained that the balance was for three months billing for two GC accts and final has bill thru 8/19/04. I transferred two GC accts to new gas acct. and cust. was satisfied.



## Call Back Request

Status: Resolved

### Call Information:

Date/Time Call Received: 11/05/2004 10:30 AM  
Specialist: Leigh Elliott

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |   |
|---|---|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts               |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing                 |
| <input type="radio"/> G.C. Technical Questions      | <input checked="" type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB            |   |
| <input type="radio"/> New Business                  |   |
| <input type="radio"/> Cancellation Due to Shut-Offs |   |

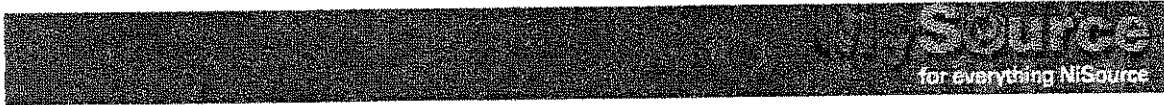
### Issue:

Customer will be having his heating system replaced next week and wants to have GC cancelled, it just renewed 9/22/04. Cust has had 2 svc calls w/us on the GC plan in October 2004. I explained to him that we will not be refunding any \$ to him since he did use the plan. I also explained we can either charge him for the service calls that he has had this year, or he will need to pay for the GC contract 9/04-10/05. Cust said this was outrageous and unfair. He then demanded a call back from a supervisor.

**Resolved Date:** 11/08/2004 01:46 PM  
**Resolved By:** Alex Petrosino  
**Resolution:**

on both svc. calls tech misdiagnosed problem. cust. has leaking boiler and will have it replaced by private contractor. has had gc for many years, agreed to refund cost of plan for cust. sat.





## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 11/22/2004 11:39 AM  
Specialist: Leigh Elliott

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing              |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation         |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

**Issue:**

Call was transferred to me from the call center, the customer was asking the call center rep to be transferred to EP&S to speak to Alex. Cust is irate because she cannot have GC w/us anymore (customer had 60+ service calls on the GC plan). Please see notes on acct for more info. Customer would like a call back ASAP and to please call today, cust said will be 'going to the state about this'. Cust was swearing, and is very upset.

**Resolved Date:** 11/22/2004 12:12 PM

**Resolved By:** Alex Petrosino

**Resolution:**

Spoke to customer several times. Sent a letter last year explaining why she is denied for GC. Will resend letter to customer and advise her to call Partner's in Energy for assistance with insulation and/or heating system



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 11/29/2004 11:30 AM  
Specialist: Kristina Katsonis

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |   |
|---|---|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts               |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing                 |
| <input type="radio"/> G.C. Technical Questions      | <input checked="" type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB            |   |
| <input type="radio"/> New Business                  |   |
| <input type="radio"/> Cancellation Due to Shut-Offs |   |

**Issue:**

[REDACTED] was screaming and swearing because we won't go out there for guardian care service calls. I explained and went over dates of service calls over the years. She screamed and said it's been 4 years and how could we treat a sick elderly woman this way. She said she was going to call the authorities again and I told her that if she felt she needed to do that, to call them. She accused me of sticking up for "them". She insisted on talking to someone so I told her that I would get this to a supervisor and someone would get back to her.

**Resolved Date:** 11/29/2004 12:11 PM  
**Resolved By:** Alex Petrosino  
**Resolution:**

Dispatch is working the order as a charge call. I sent the customer a letter last week stating why we will not cover her heating system. We had over 60 calls in a three year period.



## Call Back Request

Status: Resolved

### Call Information:

Date/Time Call Received: 11/29/2004 03:42 PM  
Specialist: Ryan Hodsdon

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |   |
|---|---|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts               |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing                 |
| <input type="radio"/> G.C. Technical Questions      | <input checked="" type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB            |   |
| <input type="radio"/> New Business                  |   |
| <input type="radio"/> Cancellation Due to Shut-Offs |   |

### Issue:

Customer was delinquent on bill last year and gc was not renewed. Customer claims that he never received letter (although he does admit he received gas shut-off notices) and didn't notice that he hasn't been getting billed for gc for the past ten months. Had service call on 11/27 and was billed for it. He believed that he was still covered under gc. Wants to have charge for service call removed from bill and have gc reinstated.

Resolved Date: 11/29/2004 04:01 PM

Resolved By: Alex Petrosino

### Resolution:

Ryan, advise customer that he has to pay for current plan in full in order for us to cancel the outstanding charge and the renewal will be on a separate account, annual payment due to his payment history.



## Call Back Request

**Status:** Resolved

**Call Information:**

Date/Time Call Received: 11/29/2004 03:42 PM  
Specialist: Ryan Hodsdon

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |   |
|---|---|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts               |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing                 |
| <input type="radio"/> G.C. Technical Questions      | <input checked="" type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB            |   |
| <input type="radio"/> New Business                  |   |
| <input type="radio"/> Cancellation Due to Shut-Offs |   |

**Issue:**

Customer was delinquent on bill last year and gc was not renewed. Customer claims that he never received letter (although he does admit he received gas shut-off notices) and didn't notice that he hasn't been getting billed for gc for the past ten months. Had service call on 11/27 and was billed for it. He believed that he was still covered under gc. Wants to have charge for service call removed from bill and have gc reinstated.

**Resolved Date:** 11/29/2004 04:01 PM

**Resolved By:** Alex Petrosino

**Resolution:**

Ryan, advise customer that he has to pay for current plan in full in order for us to cancel the outstanding charge and the renewal will be on a separate account, annual payment due to his payment history.



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 12/08/2004 03:13 PM  
Specialist: Kristina Katsonis

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts          |
| <input type="radio"/> G.C. Service Repairs          | <input checked="" type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation       |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

**Issue:**

[REDACTED] was told that her gc was past due, \$145.35 and that when she paid it we would do a service call. She paid that amount and now her bill is still saying she's past due. She said she just paid \$96.02 for more past due gc and her bill is still saying she's past due. I explained how the payments get applied and that if this was on a separate account then the amount she paid would be applied to the gc if it were on a separate account. She's extremely upset. Nothing I said could appease her. She wants to speak with a manager.

**Resolved Date:** 12/08/2004 03:44 PM  
**Resolved By:** Alex Petrosino

**Resolution:**

called customer and explained how all money is posted to gas first. cust. understands and approved me moving money from gc balance to gas balance. recommended cust. call when she receives renewal letter to set up GC on separate account to avoid this problem in the future.



## Call Back Request

Status: Resolved

### Call Information:

Date/Time Call Received: 12/14/2004 08:10 AM  
Specialist: Leigh Elliott

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing              |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation         |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

### Issue:

cci this am, would like to know if we can change the day his gc becomes eff. it will be eff. on 12/16 and cust needs svc call now. expld we can do svc call but it will be billable. cust feels that since he has been a cust for a long time we should waive the 15 day wait. cust would like call back from supervisor

**Resolved Date:** 12/14/2004 08:37 AM  
**Resolved By:** Alex Petrosino  
**Resolution:**

The fact that the end date is listed in the welcome letter and not the start date is confusing to the customer. Explained terms and conditions to customer, was persistent but not argumentative, wasn't sure if he wanted to keep the plan. I explained cancellation procedure and he will think about it.



## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 12/20/2004 04:42 PM  
Specialist: Liam Needham

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts          |
| <input type="radio"/> G.C. Service Repairs          | <input checked="" type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation       |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

### Issue:

Notes from previous call:

[REDACTED] SAYS CALLED LAST YEAR FOR ALL GUARDIAN CARES TO BE CXLD. WAS BILLED FOR ALL 7 G/C'S & CONTRACTS HAVE SINCE COMPLETED. SAID BSG DIDN'T DO ANYTHING PREVIOUS YEAR & HE PREFERS TO CALL OWN PLUMBER. FORWARDED INFO TO ALEX FOR RESOLUTION. Although there are no notes saying he wanted to cancel prior to 1 week ago, we gave credits on all guardian except for 1 @ [REDACTED] where there was one service call. I spoke to [REDACTED] he feels he shouldn't have to pay \$110.88 for that g/c plan. Told him I already spoke to supervisor & this was best I could do. Requested a call back from supervisor.

Resolved Date: 12/30/2004 02:51 PM  
Resolved By: Alex Petrosino

### Resolution:

sent ltr. to cust. explaining that he had a service call during the term of the plan. svc call was \$95 and plan was \$110.88, credited acct. for difference.



## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 12/20/2004 04:42 PM  
Specialist: Liam Needham

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts          |
| <input type="radio"/> G.C. Service Repairs          | <input checked="" type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation       |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

### Issue:

Notes from previous call:

[REDACTED] SAYS CALLED LAST YEAR FOR ALL GUARDIAN CARES TO BE CXLD. WAS BILLED FOR ALL 7 G/C'S & CONTRACTS HAVE SINCE COMPLETED. SAID BSG DIDN'T DO ANYTHING PREVIOUS YEAR & HE PREFERS TO CALL OWN PLUMBER. FORWARDED INFO TO ALEX FOR RESOLUTION. Although there are no notes saying he wanted to cancel prior to 1 week ago, we gave credits on all guardian except for 1 @ [REDACTED] where there was one service call. I spoke to [REDACTED] he feels he shouldn't have to pay \$110.88 for that g/c plan. Told him I already spoke to supervisor & this was best I could do. Requested a call back from supervisor.

Resolved Date: 12/30/2004 02:51 PM  
Resolved By: Alex Petrosino  
Resolution:

sent ltr. to cust. explaining that he had a service call during the term of the plan. svc call was \$95 and plan was \$110.88, credited acct. for difference.





## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 12/27/2004 09:04 AM  
Specialist: Ryan Hodsdon

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |   |
|---|---|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts               |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing                 |
| <input type="radio"/> G.C. Technical Questions      | <input checked="" type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB            |   |
| <input type="radio"/> New Business                  |   |
| <input type="radio"/> Cancellation Due to Shut-Offs |   |

### Issue:

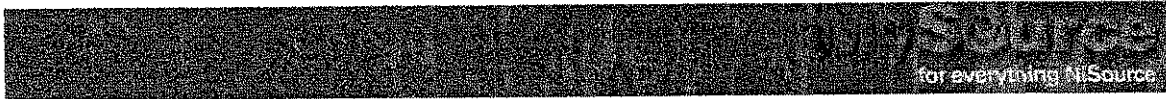
Customer upset that we are billing out remainder of contract for gc. Had service call with multiple parts installed on 4/7/04, value far above cost of contract. Explained cancellation policy. Customer has moved and feels that he should not have to pay. In military, feels that his orders don't allow us to collect on contract. Demanded manager. If not at number above, [REDACTED]

Resolved Date: 01/14/2005 04:38 PM

Resolved By: Alex Petrosino

### Resolution:

cust. to fax me copy of orders. will discuss with [REDACTED] agreed to cancel contract and adjust last month's charge. no refund.



## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 12/29/2004 02:49 PM  
Specialist: Liam Needham

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts          |
| <input type="radio"/> G.C. Service Repairs          | <input checked="" type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation       |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

### Issue:

Customer had guardian care contract that renewed 10/26/04 annual payment. Customer had 3 svc calls in nov & dec. BSG tech found cracked heat xchanger on last svc call & cust purchased new boiler from bsg. Since she gets 2 free years g/c, cust wants prorated reimbursement for g/c charges. Told her couldn't prorate since she had svc calls. Cust disagrees & wants to speak to supervisor.

Resolved Date: 12/29/2004 04:41 PM

Resolved By: Alex Petrosino

### Resolution:

service calls are all related. moreover, since cust. purchased new system from BSG and has had gc since 2000, cust. will probably continue with gc after 2 year warranty expires. credit customer for cost of gc.



## Call Back Request

Status: Resolved

### Call Information:

Date/Time Call Received: 01/10/2005 09:30 AM  
Specialist: Leigh Elliott

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing              |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation         |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

### Issue:

cci - upset because found out her friend is paying less for her gc plan. her friend is paying \$120 and gets heat and hw cvg and this cust is paying \$130 for just heat cvg. expld that the gc rate is frozen for cust's that have not had a svc call, this cust has had svc calls in 2004 and 2003. cust says that she was not told that we do this when she signed up- says is senior citizen and does not think this is fair

Resolved Date: 01/10/2005 10:03 AM

Resolved By: Alex Petrosino

### Resolution:

Called customer and explained discount given to customers without service calls during 2000. Customer not happy about rate but understands.



## Call Back Request

Status: Resolved

### Call Information:

Date/Time Call Received: 01/18/2005 01:08 PM  
Specialist: Leigh Elliott

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |   |
|---|---|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts               |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing                 |
| <input type="radio"/> G.C. Technical Questions      | <input checked="" type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB            |   |
| <input type="radio"/> New Business                  |   |
| <input type="radio"/> Cancellation Due to Shut-Offs |   |

### Issue:

[REDACTED] called in today - he has a svc call sched for today - said that rep told him it would be a billable call. Cust's gc ended 3/20/03, for some reason contract did not renew. (I could not find a reason or note supporting why) Cust upset - would like GC be reactivated on acct effective today. Issue here also is poor credit (several s/o notices & high risk). Expld to cust we will need to send application to him to complete and return w/payment in full. Gary can be reached at number above today, his work #.

Resolved Date: 01/24/2005 09:17 AM

Resolved By: Alex Petrosino

### Resolution:

called customer Imco. Spoke to customer explained that we did send cancellation letter two years ago. Customer accepted explanation. Sent brochure explaining new plan, customer had Basic plan.



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 01/20/2005 03:02 PM  
Specialist: Leigh Elliott

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing              |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation         |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

**Issue:**

Cust would like a full refund of the GC plan from time that he has been on it (since 1/29/03) \$256.89. Cust said the only reason he signed up for GC was because tech that was out in 2002 said that he should sign up for GC and we would replace a pipe for him - this pipe is on the outside of the heating system and sounds like it is a water pipe. Expld to cust we do not cover water piping. Cust would like a call back from a supervisor, feels this is unfair.

**Resolved Date:** 01/28/2005 01:24 PM

**Resolved By:** Alex Petrosino

**Resolution:**

t.c. cust. left message. determined that parts were circulator and t&p valve, parts are covered, scheduled repair for 2/4/05.



## Call Back Request

Status: Resolved

### Call Information:

Date/Time Call Received: 02/22/2005 03:07 PM  
Specialist: Kristina Katsonis

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing              |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation         |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

### Issue:

cst wants to cancel 4 gc contracts that bill monthly. these renew on 10/18/05. 1 gc had a svc call on 1/24/05. i told her that i could cancel 3 but this one would either bill out until the term ends or i could bill her the remainder of the term OR i could bill her the service call. she refuses to pay any more on the gc or pay the service call, demanded to speak to a supervisor

Resolved Date: 02/23/2005 11:11 AM  
Resolved By: Alex Petrosino  
Resolution:

called cust. left message to return my call. cust. told rep that wh was leaking and husband shut off. expected tech to replace, not confirm what she already knew. gave her prorated contract,



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 02/23/2005 09:35 AM  
Specialist: Loribeth Robinson

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |   |
|---|---|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts               |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing                 |
| <input type="radio"/> G.C. Technical Questions      | <input checked="" type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB            |   |
| <input type="radio"/> New Business                  |   |
| <input type="radio"/> Cancellation Due to Shut-Offs |   |

**Issue:**

cust says never rcvd delinquent/cancellation letter, although system shows one was mailed on October...has an overdue balance of 102, informed him he would need to become current and if signed up again would need to pay annually. Wants a deal worked out, not very good payment history overall

**Resolved Date:** 02/23/2005 10:18 AM

**Resolved By:** Alex Petrosino

**Resolution:**

explained how payments work when there is a gas balance. cust. agreed to have gc on separate acct. and move current balance due to new account.



## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 02/24/2005 08:36 AM  
Specialist: Loribeth Robinson

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts          |
| <input type="radio"/> G.C. Service Repairs          | <input checked="" type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation       |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

### Issue:

CUST INSISTS SHE DOES NOT OWE BALANCE DUE ON ACCT, STATES ERROR WAS MADE ON OUR PART BACK IN AUGUST. ACCT SEEMS CURRENT, AMOUNT DUE NOW IS FOR JAN AND FEB, CANNOT SEE PAYMENT FOR JAN. CUST WOULD NOT LET ME EXPLAIN PAYMENT HISTORY, PLAIN DIDNT WANT TO HEAR WHAT I HAD TO SAY, INSISTED SUPERVISOR LOOK INTO..ELDERLY LADY

Resolved Date: 02/24/2005 11:57 AM

Resolved By: Alex Petrosino

### Resolution:

called customer, left message explaining problem and number for call back. spoke to cust. she was double billed for GC in August 2004. adjusted balance





## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 03/03/2005 10:46 AM  
Specialist: Liam Needham

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing              |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation         |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

**Issue:**

Customer had service call @ [REDACTED] on 3/2/05. Per tech notes: LWCO worked but there was a combo feed to LWCO that did not work and is not covered under g/c. Customer feels that this should be covered under g/c plan. Would like to speak to supervisor.

**Resolved Date:** 03/03/2005 11:42 AM

**Resolved By:** Alex Petrosino

**Resolution:**

Customer not happy that auto fill valve is not covered on steam systems. Customer will place call to Marty Poulin to express her dissatisfaction with the plan. I agreed to send her a brochure listing the covered parts.



## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 03/03/2005 11:32 AM  
Specialist: Kristina Katsonis

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing              |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation         |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

### Issue:

Cst is moving and wants to cancel gc. She's on monthly pymnt plan, renewable in November. She had a service call in January. I told her that she would be responsible for the remainder of the gc term or she could be billed for the service call. She refuses to do either and wants a supervisor immediately

**Resolved Date:** 03/10/2005 11:41 AM

**Resolved By:** Alex Petrosino

### Resolution:

3/3/05 - t.c. cust. no ans. will try again. Spoke to husband, will have to speak to wife. Left number for her to call me Tuesday 3/8. Customer never called back closed call.



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 03/07/2005 12:19 PM  
Specialist: Laurel Burke

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |   |
|---|---|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts               |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing                 |
| <input type="radio"/> G.C. Technical Questions      | <input checked="" type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB            |   |
| <input type="radio"/> New Business                  |   |
| <input type="radio"/> Cancellation Due to Shut-Offs |   |

**Issue:**

CUST WANTED TO CANCEL G/C AND GET A REFUND FOR THE MONTHS REMAINING-EXPLAINED BECAUSE SHE HAD TWO SERVICE CALLS THERE WOULD BE NO REFUND. SENT HER COPY OF TERMS & CONDITIONS AT HER REQUEST. DIDNT GIVE REASON FOR CANCELLATION-WANTED TO SPEAK TO A MANAGER. DESELECTED AUTO RENEWAL SO IT WOULDNT RENEW.

**Resolved Date:** 03/07/2005 04:30 PM  
**Resolved By:** Alex Petrosino  
**Resolution:** called customer left message to return call.



## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 03/09/2005 08:10 AM  
Specialist: Deana Ramstrom

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts          |
| <input type="radio"/> G.C. Service Repairs          | <input checked="" type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation       |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

### Issue:

Cust called in today about jobbing charges, she has one gc contract and two furnaces and said for years that one contract has been servicing both furnaces, she was charged jobbing charges because this apparently was found out about by the service dept. Cust said she will take out the second furnace. When discussing the jobbing charges, I informed her that she needs to contracts and it is in the terms in conditions ( I will mail today) and she said I should have known she had two furnances.

ESTABLISHED 03/09/2005 06:34:20 BY #121566  
CCI ABOUT JOBBING CHARGES ON 2/22 202.25 ADVISED CST SHE ONLY HAS 1 G/C CONTRACT AND CST HAS 2 FURNACES EXPLAINED TO CST CONTRACT NEEDED FOR EACH FURNACE CST UPSET SAID WAS NEVER TOLD THAT // CST ALSO CLAIMED RENTING 2 W/H EXPLAINED I SHOW 1 RENTAL OTHER MUST HAVE BEEN PURCHASED SHE WILL CK WITH MR // CST GOING TO CALL SALES ABOUT COVERAGE EXPLAINED THEY WOULD BE ABLE TO SIGN CST UP FOR ADDITIONAL CONTRACT

**Resolved Date:** 03/09/2005 08:24 AM

**Resolved By:** Deana Ramstrom

**Resolution:**

Adj jobbing charges and mailed out terms and conditions.  
Customer agreed to put second furnace under guardian care



## Call Back Request

Status: Resolved

### Call Information:

Date/Time Call Received: 04/20/2005 10:23 AM  
Specialist: Leigh Elliott

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts          |
| <input type="radio"/> G.C. Service Repairs          | <input checked="" type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation       |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

### Issue:

[REDACTED] called in (daughter of cust [REDACTED]) was upset because she feels we did not credit her in full for the GC that was billed Feb/Mar/Apr. Expld to cust that she was credited for all three installments, and that the only amount due is \$60.39 the budget settle up amount for the winter. [REDACTED] insisted that we just did not credit her enough for GC, and asked me to credit her for a 4th installment. Expld we did not bill her 4 times, only 3 and all three were credited. Went over that amount due was budget settle up - cust became angry, asked for supervisor.

Resolved Date: 04/20/2005 10:41 AM  
Resolved By: Alex Petrosino

### Resolution:

4/20, t/c daughter, left message for call back. spoke to cust. wanted gc cancelled last Feb. when her mother passed away. told her no note of this request. in fact, note from 5/04 clarifies what is due including gc!!! cust. wants \$45 credited for last installment from 2004. there were no service calls so I adjusted this installment for cust. sat.



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 04/25/2005 01:34 PM  
Specialist: David C Lopez

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |   |
|---|---|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts               |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing                 |
| <input type="radio"/> G.C. Technical Questions      | <input checked="" type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB            |   |
| <input type="radio"/> New Business                  |   |
| <input type="radio"/> Cancellation Due to Shut-Offs |   |

**Issue:**

[REDACTED] claims that he had a new furnace installed 2 years ago by us (no record of it). He is looking for reimbursement of the GC plan because he said it should have been free with the install. I advised him that the 2 years free only comes if we performed the install. I could not find that we performed the install AND there was a repair call on 10/31/2004 so I did not offer a refund. He would like an explanation and a refund for the GC plus monthly plan. He also says he originally called to cancel the plan on June 17th of last year.

**Resolved Date:** 04/25/2005 02:47 PM

**Resolved By:** Alex Petrosino

**Resolution:**

elderly cust. had new furnace installed 6/04 and send in gc cancellation notice at that time. at svc. call in 10/04, tech advised cust. to call contractor who installed unit to make repairs under warranty. agreed to cancel plan back to 6/04.



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 05/04/2005 08:45 AM  
Specialist: Ryan Hodsdon

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |   |
|---|---|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts               |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing                 |
| <input type="radio"/> G.C. Technical Questions      | <input checked="" type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB            |   |
| <input type="radio"/> New Business                  |   |
| <input type="radio"/> Cancellation Due to Shut-Offs |   |

**Issue:**

severely delinquent. Wants service call. Told that she has to pay past due. Insisted that I take off guardian care charges from bill since I can't give her service call. Only home until 10:30 a.m. today and tomorrow.

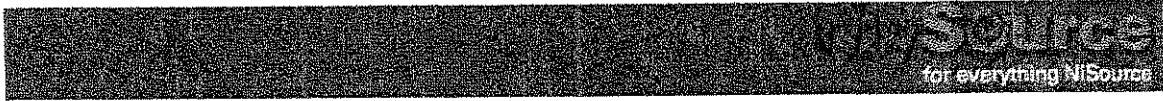
**Resolved Date:** 05/04/2005 09:16 AM

**Resolved By:** Alex Petrosino

**Resolution:**

Spoke to customer, must pay for contract and outstanding bills for rentals and service calls before we can provide service, also no credit for cost of GC, customer hung up.





## Call Back Request

**Status:** Resolved

**Call Information:**

Date/Time Call Received: 05/09/2005 10:42 AM  
Specialist: Loribeth Robinson

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts          |
| <input type="radio"/> G.C. Service Repairs          | <input checked="" type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation       |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

**Issue:**

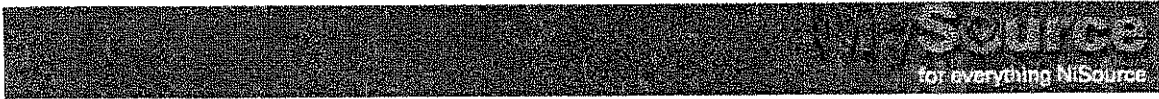
Cust has already spoke to two reps Dave and ryan about billing issues, would like a supervisor to call her back

**Resolved Date:** 05/09/2005 11:52 AM

**Resolved By:** Alex Petrosino

**Resolution:**

cust. upset that new accts. were set up for gc. also the new rate is incorrect. cust. renewed 11/04. I cancelled new accts and set up customer to bill with gas acct. and recommended that she move to separate account next fall before fuel assistance starts.



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 05/09/2005 11:02 AM  
Specialist: Liam Needham

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts          |
| <input type="radio"/> G.C. Service Repairs          | <input checked="" type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation       |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

**Issue:**

Customer said had flood in home & was "Ineligible" for g/c. Notes from 1/23/05 on acct ask for payment before svc call, but no notes on ineligibility. Thinks she should be credited for this.

**Resolved Date:** 05/09/2005 12:11 PM

**Resolved By:** Alex Petrosino

**Resolution:**

Cust. thought she was still being charged for gc on heating systems. I explained that they stopped in 2003 and 2004. she only has glp at this time. cust. now clear.



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 05/09/2005 03:12 PM  
Specialist: Paul Kady

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |   |
|---|---|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts               |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing                 |
| <input type="radio"/> G.C. Technical Questions      | <input checked="" type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB            |   |
| <input type="radio"/> New Business                  |   |
| <input type="radio"/> Cancellation Due to Shut-Offs |   |

**Issue:**

longtime gc cst w/poor credit. Cst rambled on & very irate. Cst upset b/c he clid in for svc call and was told he had to pay his past due bal, sd cannot afford to pay. But he had a svc call pd for by bsg in Jan 2005. Cst doesn't want to pay for gc or svc call. Adv cst of the avail options. Cst not satisfied. Help!!!

**Resolved Date:** 05/09/2005 03:47 PM

**Resolved By:** Alex Petrosino

**Resolution:**

Customer very upset about treatment and our refusal to service her equipment because gc acct. is past due. She/he would not let me explain why gc is past due. agreed to cancel acct. and adjust remaining balance.

**Source**  
for everything NiSource

## Call Back Request

**Status:** Resolved

**Call Information:**

Date/Time Call Received: 05/11/2005 12:37 PM  
Specialist: David C Lopez

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs          | <input type="radio"/> Billing              |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation         |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

**Issue:**

[REDACTED] called in and wanted to schedule an annual inspection under the GC plan for [REDACTED]. [REDACTED] I could not find any record or history of GC coverage for that address. She lives at [REDACTED] claims that her bill for GC goes there, but covers [REDACTED]. The only plan on [REDACTED] is for her sister who lives on the other side of the duplex who just had an inspection done today. There is no GC coverage that I could locate for either address for the [REDACTED] that covers [REDACTED]. She says she pays it annually and has the checks to prove it.

**Resolved Date:** 05/11/2005 02:08 PM

**Resolved By:** Alex Petrosino

**Resolution:**

Cust. has gc but is listed as organization. Reviewed with David how to find related customer by going to the site, appliance tab then looking for the related customer.



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 05/20/2005 10:45 AM  
Specialist: Liam Needham

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts          |
| <input type="radio"/> G.C. Service Repairs          | <input checked="" type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation       |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

**Issue:**

Customer called & wants refund for guardian care. Informed her I couldn't issue refund because she had svc call 2/18/05. Cust became upset and verbally abusive. Had to end initial call with her.

**Resolved Date:** 06/09/2005 10:24 AM

**Resolved By:** Alex Petrosino

**Resolution:**

Sent letter to cust. explaining why no refund for GC.



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 06/08/2005 01:08 PM  
Specialist: Deana Ramstrom

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

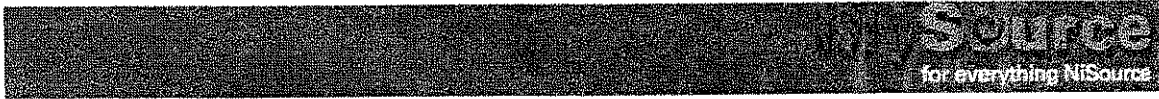
- |   |  |
|---|--|
| <input checked="" type="radio"/> Guardian Care      | <input type="radio"/> Contracts          |
| <input type="radio"/> G.C. Service Repairs          | <input checked="" type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions      | <input type="radio"/> Cancellation       |
| <input type="radio"/> G.C. Rentals/WH CB            |  |
| <input type="radio"/> New Business                  |  |
| <input type="radio"/> Cancellation Due to Shut-Offs |  |

**Issue:**

[See notes on this acct.. This cust has been calling up and swearing at reps then hanging up] Customer has two GC contracts with us. Said she called up and canceled the gc contracts a month ago and is getting a bill. When I checked the account the previous rep had taken cust off the automatic renewal because she had called in for service calls for both properties. I informed her that we couldnt refund her money because she used both plans. I told her I could either cancel the gc plans and bill her for the rest of the year or she could pay for the service calls. etc. Customer went into freak mode. Wants to speak to a supervisor RIGHT NOW! When I told her I can have one call her back she said that is unacceptable and screamed "RIGHT NOW!"

**Resolved Date:** 06/08/2005 03:11 PM  
**Resolved By:** Alex Petrosino  
**Resolution:**

Explained policy to customer and she is very upset. Claims she didn't sign anything and will go to court. See notes on account.



## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 06/14/2005 03:03 PM  
Specialist: Kristina Katsonis

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |  |
|---|--|
| <input type="radio"/> Guardian Care                   | <input checked="" type="radio"/> Contracts |
| <input checked="" type="radio"/> G.C. Service Repairs | <input type="radio"/> Billing              |
| <input type="radio"/> G.C. Technical Questions        | <input type="radio"/> Cancellation         |
| <input type="radio"/> G.C. Rentals/WH CB              |  |
| <input type="radio"/> New Business                    |  |
| <input type="radio"/> Cancellation Due to Shut-Offs   |  |

### Issue:

Cst had annual inspection on 6/2. Tech went but needed a ladder because system is in attic, told cst they would need to supply the ladder. Tech came back on the 9th. Cst said he needed another tech to help him with ladder, that it was a safety hazard to get up to the attic. She said that someone was supposed to get back to her but they haven't yet. She said they still haven't done the inspection(it shows completed on her account)She said that if they can't get in to inspect system then what's the point of her having guardian care, wanted to talk to a supervisor.

Resolved Date: 06/20/2005 12:55 PM

Resolved By: Alex Petrosino

### Resolution:

6/14/05 referred to Svc. Mgr. Janet D'Entremont to follow up with the customer.



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 03/03/2005 04:02 PM  
Specialist: Ryan Hodsdon

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |                                    |
|---|------------------------------------|
| <input type="radio"/> Guardian Care                   | <input type="radio"/> Contracts    |
| <input checked="" type="radio"/> G.C. Service Repairs | <input type="radio"/> Billing      |
| <input type="radio"/> G.C. Technical Questions        | <input type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB              |                                    |
| <input type="radio"/> New Business                    |                                    |
| <input type="radio"/> Cancellation Due to Shut-Offs   |                                    |

**Issue:**

does not know what jobbing charges for. had 3 separate technicians out, said no one let her know that they were going to charge her. Wants to know what charges are for. Will not be home between 11 and 2.

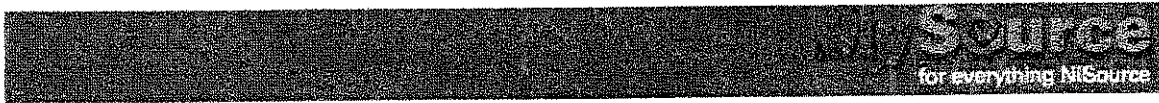
**Resolved Date:** 03/08/2005 02:54 PM

**Resolved By:** Alex Petrosino

**Resolution:**

3/3 placed call to [REDACTED] to clarify what she was billed for and why. Tech spent time with frozen pipes. Agreed to credit part but not labor. Ryan to call customer and explain.





## Call Back Request

**Status:** Resolved

**Call Information:**

Date/Time Call Received: 04/25/2005 02:31 PM  
Specialist: Ryan Hodsdon

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- |   |  |
|---|--|
| <input type="radio"/> Guardian Care                   | <input type="radio"/> Contracts          |
| <input checked="" type="radio"/> G.C. Service Repairs | <input checked="" type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions        | <input type="radio"/> Cancellation       |
| <input type="radio"/> G.C. Rentals/WH CB              |  |
| <input type="radio"/> New Business                    |  |
| <input type="radio"/> Cancellation Due to Shut-Offs   |  |

**Issue:**

customer seeking "waiver" for service call fee. called on 2/28 and was sent brochure. did not receive card back until 3/15. informed that there is 15 day waiting period so, even if signed up over phone on 2/28, would not have had coverage for 3/10 service call. insisted on speaking to manager.

**Resolved Date:** 04/25/2005 03:57 PM  
**Resolved By:** Alex Petrosino  
**Resolution:**  
4/25/05 called cust. left message to return call.



## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 11/04/2004 11:23 AM  
Specialist: Liam Needham

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- |   |                                    |
|---|------------------------------------|
| <input type="radio"/> Guardian Care                   | <input type="radio"/> Contracts    |
| <input checked="" type="radio"/> G.C. Service Repairs | <input type="radio"/> Billing      |
| <input type="radio"/> G.C. Technical Questions        | <input type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB              |                                    |
| <input type="radio"/> New Business                    |                                    |
| <input type="radio"/> Cancellation Due to Shut-Offs   |                                    |

### Issue:

Customer states BSG was out to property at [REDACTED] in June to complete turn on for one of his tenants. Says that the tech made mistake and "blew up" his water heater. Said service & mgmnt personnel there & agreed to give customer new water heater at no cost. Can't find any notes on this. Customer was billed buyout of rental at this address & feels he shouldn't have to pay. Said he was going to look for ppwk & someone's biz card that he has. If finds will call me back. Wants to talk to supv for resolution.

Resolved Date: 11/04/2004 03:41 PM

Resolved By: Liam Needham

### Resolution:

Marty verified that above situation actually did happen. Adjusted bill accordingly. Credit for charges of water heater. Tried to call [REDACTED] but no answer.

# **Guardian Care Rental Water Heaters**




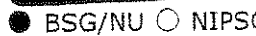

## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 01/31/2005 10:13 AM  
Specialist: Alex Petrosino

**Customer Information:**

Customer Name:   
Customer Phone:   
Customer Account Number:   
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

Customer spoke to Loribeth about renting a water heater. Request was denied and call was escalated to Alex. Current balance is \$1440+. Was last current 10/03. Has been out of work due to disability. Explained to customer that we cannot rent her a water heater. GC account has a balance of \$151, told customer it would not renew unless it was paid in full. Customer insisted on speaking with Director or somebody higher than me sometime today.

**Resolved Date:** 03/31/2005 12:06 PM  
**Resolved By:** Alex Petrosino  
**Resolution:**  
Called customer and left message for call back.



## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 12/20/2004 10:24 AM  
Specialist: Linda Murray

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

### Issue:

cst needs a new water heater. currently has rental at 10.50 mo. explained rental rates have changed cst wnts us to install another rental at the same rate because it isn't his fault our rental stopped working. he feels we should honor the contract he originally signed. explained prices have changed and everything has gone up over the years and this is a new water heater with a new contract cst wnts to speak to manager

Resolved Date: 12/20/2004 11:16 AM

Resolved By: Alex Petrosino

### Resolution:

Spoke to customer. Upset that contract doesn't keep the rate the same. Explained how contract works, believes he has been scammed. No happy that tech showed up only confirm that it has to be replaced. Will call when ready to have rental picked up. Also unhappy about wait time for billable service call. claims we put original part on backwards, gave him name and number of service supv. to call.



## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 10/19/2004 08:10 AM  
Specialist: Alex Petrosino

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

### Issue:

cust. upset that we took from 2/04 to 8/04 to bill him for rental wh at prop he sold in 2/04. wants to negotiate compromise

Resolved Date: 10/19/2004 08:13 AM  
Resolved By: Alex Petrosino

### Resolution:

spoke to cust. explained that it is his responsibility regardless of our delay. agreed to adjust \$100 from bal when I receive check for \$350



## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 11/11/2004 12:54 PM  
Specialist: Deana Ramstrom

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

### Issue:

Customer has WH balance of 1,035.98 of pastdue wh rentals. Wants to know why the bill was so high. Was told be service do to buyout. Explained to him that we billed the buyout of his wh's because of non payment. Explained several different times and several different ways. Told me he had over a million dollars and doesnt need us to tell him when to pay his bills or what to do in life. Customer continued to be rude and then requested supervisor.

Resolved Date: 11/12/2004 09:30 AM

Resolved By: Alex Petrosino

### Resolution:

Alex called cust. 11/11/04 1:30pm, left message for call back. customer paid past due balance 9 days after buyouts were billed. cancelled buyouts and reactivated rental contracts on new CA. sent letter of explanation to customer.



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 12/02/2004 12:51 PM  
Specialist: Laurel Burke

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

Customer couldnt understand why we cancelled her rentals for non payment. She has \$4000.00 balance. Requested Supervisor.

**Resolved Date:** 12/03/2004 09:38 AM

**Resolved By:** Alex Petrosino

**Resolution:**

Will offer customer separate account for rentals. If payment agreement is kept accts. will remain active



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## Call Back Request

**Status:** Resolved

**Call Information:**

Date/Time Call Received: 12/17/2004 02:03 PM  
Specialist: Liam Needham

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

[REDACTED] called in said he was double billed for water heater. Upon further review informed cust he was not double billed for water heater, but billed 2 amounts (\$11.50 for previous rental & \$14.00 for new rental installed in Nov 2004) on the same billing cycle. 11.50 billed on 11/10/04 & 14.00 billed on 12/13/04. Informed him not double billed, just 2 amounts on the same bill. Customer confused & said his bill made no distinction of these dates. Explained billing cycle, customer said he didn't know for sure, that he was just taking my word for it. Wanted supv to call to explain.

**Resolved Date:** 12/17/2004 03:01 PM

**Resolved By:** Alex Petrosino

**Resolution:**

Customer was charged for both rentals on the same statement. after conversion 11/1999 posting of rental charges changed. I would credit customer for \$11.50 plus tax. Liam to call customer.



## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 03/10/2005 09:51 AM  
Specialist: Leigh Elliott

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

### Issue:

cci again today (see notes on acct also) when [REDACTED] was out yesterday they were very nonchalant, she said they just did not want to do the work. they said the tanks they are putting in are 22 inch diameter and that would not fit in the 20"inch space she has. she said her husband came home last night and installed a wh and it slid right into the space and it was a 22inch wh. cust is furious. her in laws live in bsmt and since wh flooded, in laws have to move, has damages over \$1200 in bsmt now d/t rental leaking. cust feels very let down that rental leaked and we could not replace for her, mostly she is upset about the attitude she got from [REDACTED]. cust seeking reimbursement of some kind from us for her trouble. took march chrg off of cust's rental bill and sched removal of old wh for today.

Resolved Date: 03/10/2005 03:02 PM

Resolved By: Alex Petrosino

### Resolution:

Verified that customer installed water heater that is the same size as our Rheem model. adjusted rental charges back to 9/04 for

cust. sat.

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## Call Back Request

Status: Resolved

### Call Information:

Date/Time Call Received: 03/15/2005 10:56 AM  
Specialist: Leigh Elliott

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

### Issue:

CCI originally on 3/7/05 with wh leaking (please see acct for more notes) was told by rep that this is not a rental wh but cust had been paying on a rental, sent tech out to verify on 3/14/05. Tech confirms no rental wh here. Cust opted to replace wh with his own, however cust has been billed for this rental wh since 2/98 (confirmed with records in springfield) cust was also billed after conversion 12/99 and is still being billed now. billing from 2/98-11/99 = 231.65 and billing post 12/99 is 705.92. Total credit due cust is \$937.55. Expld to cust today that we would credit him this money, cust is now asking for that credit, plus interest. Expld would need to have a supervisor review and I would get back to him.

Resolved Date: 03/31/2005 12:07 PM

Resolved By: Alex Petrosino

### Resolution:

Reviewed with [REDACTED]. We will refund the customer the \$937.55, however we will not be refunding interest. called cust and LM for him to return my call.  
3/30/05 - cci - expld we woud refund the \$937.55 but will not be refunding interest - cust irate - thinks we should pay interest - will

ask Alex to review  
3/30/05 Alex reviewed with [REDACTED] agreed to credit \$54 in interest  
for cust. sat., used simple calc. of 1/5% per year.

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## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 03/30/2005 11:43 AM  
Specialist: Paul Kady

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

[REDACTED] ci sd sold house and he feels n/o is resp to take over rwh. Prev note in acct says this cst ci and sd n/o refused to take over rwh but he doesn't want to pay for it. Then he sd n/o replaced rwh with own but has no proof of this. Cst wants jobbing chg removed. I adv cst chg is valid. Cst won't accept that answer. Req mgr cb.

**Resolved Date:** 03/30/2005 02:45 PM  
**Resolved By:** Alex Petrosino  
**Resolution:**  
called cust. left message for call back.



## Call Back Request

**Status:** Resolved

**Call Information:**

Date/Time Call Received: 04/11/2005 08:19 AM  
Specialist: Paul Kady

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

Cst had scheduled rwh removal for 3/7, and had apparently told bsg rwh would be out in front of garage. Cst husband ended up working and they didn't put wh outside. When [REDACTED] got there, too much snow in backyard for them to remove wh thru back axis. [REDACTED] declined to go thru house for removal. Cst upset about \$100 trip charge and doesn't think she should have to pay. Plz call to discuss.

**Resolved Date:** 04/11/2005 09:39 AM

**Resolved By:** Alex Petrosino

**Resolution:**

cust. upset because plumber would not take wh house. carpet was already ruined and tank had been drained. was not told there would be a \$100 trip charge, etc. agreed to cancel charge.



## Call Back Request

**Status:** Resolved

**Call Information:**

Date/Time Call Received: 04/11/2005 01:05 PM  
Specialist: Paul Kady

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

[REDACTED] ci on [REDACTED]'s acct. Adv cst unable to discuss as she is not cst of record. She sd she receives bills for rental under LL name and pays them. Last pmt made 10/2004. Cst wants pmt arrg for this bill. Adv cst LL resp to provide wh. She sd she has special arrg with LL where she pays for rwh. Cst req supervisor. Plz call to discuss.

**Resolved Date:** 04/12/2005 11:15 AM  
**Resolved By:** Alex Petrosino  
**Resolution:** called customer and left message for call back.





## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 04/12/2005 03:15 PM  
Specialist: Leigh Elliott

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

### Issue:

[REDACTED] was transferred to me from the call center, he is upset that his rental wh's were moved to a new separate account 2/05 due to the rwh's being overdue. Cust now has a bal. of \$501.42 on the new rental account. Cust is very upset that he was not told in the time that he was renting the wh's that \$ that was being sent in was not going to his rental account, he thought that even though he was making a partial pmt, that some of that \$ was being credited to the rentals. I quoted cust buyouts on wh's as he requested, they would be \$526.07 each. Cust requested to speak to a supervisor, said he felt this is unfair.

Resolved Date: 04/13/2005 04:02 PM

Resolved By: Alex Petrosino

### Resolution:

Explained billing and payment posting process and why it is to his advantage to keep rentals separate from gas. Agreed to cancel late payment charges \$41.86. Cust. to send money order to pay off balance due for rentals and gas acct.

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## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 05/10/2005 12:46 PM  
Specialist: Jane Hillsgrove

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

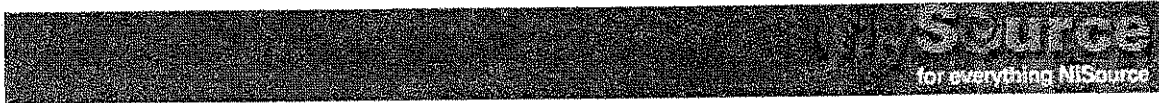
### Issue:

[REDACTED] PLUMB WENT OUT TO DO RR - OF COURSE, OUR RHEEM WH WOULD NOT FIT - SEVERAL ISSUES - DOORWAY TOO SMALL, WASH MACH WOULD NEED 2B MOVED, & DUCT WORK FROM FURNACE. CUST HAD OWN CONTRACTOR WHO DIDN'T HAVE TO MOVE ANYTHING - & SAID THAT A RHEEM WH WOULD HAVE FIT. CUST BELIEVES WILKINS JUST DIDN'T WANT TO DO IT - UPSET HAD TO PAY OVER \$600 TO INSTALL. WANTS US TO GO OUT & CHECK MEASUREMENTS, ETC. LOOKING FOR US TO PAY FOR INSTALL.

Resolved Date: 06/07/2005 01:53 PM  
Resolved By: Alex Petrosino

### Resolution:

5/11/05 spoke to cust. [REDACTED] will make site visit to inspect situation, tentatively scheduled for 5/17/05. Installation would have been tight. Venting to exterior in need of repair. [REDACTED] to cover with customer.



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 05/11/2005 04:15 PM  
Specialist: David C Lopez

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

[REDACTED] called in for [REDACTED]. They only have 2 wh's at the address ([REDACTED]) and have been billed for 3 wh's for 16 years.

**Resolved Date:** 05/13/2005 02:37 PM

**Resolved By:** Alex Petrosino

**Resolution:**

Svc. tech verified that there are only two water heaters at this location; however, he did not record the tag numbers. It appears that the third water heater started billing in 1991.



## Call Back Request

Status: Resolved

### Call Information:

Date/Time Call Received: 05/13/2005 03:57 PM  
Specialist: David C Lopez

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

### Issue:

[REDACTED] called in and said she purchased the home from her cousin in 1992 ([REDACTED]). She was informed years later that there was a rental wh there that she needed to be billed for. She said she's replaced the wh twice on her own since living there and was never told about any rental wh. She is trying to get gas turned on, but cannot do so because of the rental wh issue and balance on account.

Resolved Date: 06/07/2005 05:15 PM

Resolved By: Alex Petrosino

### Resolution:

rental charges adjusted. No contract in file. Water heater listed would be 27 years old. I believe it was removed several years ago.



## Call Back Request

**Status:** Resolved

**Call Information:**

Date/Time Call Received: 05/17/2005 10:51 AM  
Specialist: Ryan Hodsdon

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

[REDACTED] went out for rental replacement on 2/24/05. Customer was away in Florida. Water heater didn't fit (Rheem) and they put a hole in a wall in order to get it in. Shortly thereafter, there was a problem with the heating system. She called [REDACTED] to do that repair. They installed an expansion tank and charged around \$270. Customer is convinced that the two are related. She wants us to inspect the damage done by [REDACTED] [REDACTED] is calling customer to arrange for someone to inspect. Also, wants Mr. Petrocelli to call her. Customer does not want to talk to [REDACTED] at all. She is very upset.

**Resolved Date:** 05/18/2005 10:03 AM

**Resolved By:** Patty Dyer

**Resolution:**

[REDACTED] spoke with contractor to get details of install and service call. Contractor did not over charge and damage to wall to install wh was authorized by daughter who signed for the new rental. It was the only way to install a wh as customer had built a wall around old wh. The subsequent service call was not related to the wh install and charges were accurate. Fran and contractor

discussed with customer.

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## Call Back Request

**Status:** Resolved

**Call Information:**

Date/Time Call Received: 05/25/2005 04:14 PM  
Specialist: Ryan Hodsdon

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

Alex, you've spoken with this customer before. Looks like she had two floods in the span of a few weeks. We billed her the buyouts of the water heaters. She's been paying \$100 per month. I think she wants to renegotiate. She feels like she shouldn't have to pay for the second water heater buyout.

**Resolved Date:** 06/07/2005 01:55 PM

**Resolved By:** Alex Petrosino

**Resolution:**

Cust. owes \$63 for first water heater. Second wh will be adjusted when balance is paid. Called cust. and left message.





## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 05/31/2005 04:08 PM  
Specialist: Loribeth Robinson

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

### Issue:

cust upset still being billed for rental- new owner was not notified before closing and was not listed in p & s..

Resolved Date: 06/08/2005 10:00 AM

Resolved By: Alex Petrosino

### Resolution:

sent cust. letter explaining that I cancelled rentals back to 8/2004 and billed buyout for value of water heater.



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 06/03/2005 03:42 PM  
Specialist: Linda Murray

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

nu rental pv wh installed 5/7/05 cst had serv tech out on 6/3/05 because he feels that fan is too noisy. Tech told him that he couldn't do anything about the noise because that's the way it was designed and that the serv tech told him we have had many complaints about it. He wants a call back from a manager to discuss noise situation that cannot be fixed.

**Resolved Date:** 06/08/2005 03:19 PM

**Resolved By:** Alex Petrosino

**Resolution:**

Installer made a site visit and reported that the fan is working as designed. Customer is not used to any noise from either heating or water heater systems. Called wife and she will have husband call me if he has any further questions.



## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 06/07/2005 01:28 PM  
Specialist: Loribeth Robinson

### Customer Information:

Customer Name:  
Customer Phone:  
Customer Account Number:



Company:

☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

### Issue:

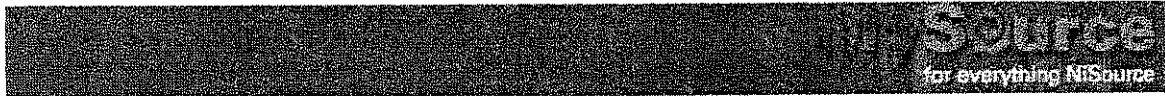
cust sold properties in nov 2003 and is disputing obligation to pay for buyout for wh's, offered several suggestions, went over overdue balance which included gas charges from final billing-would like supervisor to call

Resolved Date: 06/14/2005 04:26 PM

Resolved By: Alex Petrosino

### Resolution:

cust. did not receive good info when he called to final accounts in 11/03. see notes on account. Alex agreed to cancel rentals back to date of sale and not bill buyouts.



## Call Back Request

**Status:** Resolved

**Call Information:**

Date/Time Call Received: 06/14/2005 08:52 AM  
Specialist: Deana Ramstrom

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

Cust upset that he has been renting wh since 1996 and we didnt give him the wh. Explained that its not a rent to own program and gave him several options as well as explained all the benefits of the program. This was not an escalated call. He is very nice just wants to speak to management re:rental program today.

**Resolved Date:** 06/14/2005 01:25 PM

**Resolved By:** Alex Petrosino

**Resolution:**

Customer feels we should send reminders to customers who have reached the minimum buyout, reminding them that they can purchase the unit for the buyout amount. I told customer I would pass info. along to upper management.



## Call Back Request

Status: Resolved

### Call Information:

Date/Time Call Received: 06/15/2005 01:36 PM  
Specialist: Paul Kady

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

### Issue:

cst sd sold bldg one yr ago. new owner refused to take over rental per bsg notes. Billed bo 3/23/05. He claims n/o is resp and said he doesn't want to pay. I adv cst he is resp for bo because n/o refused. cst doesn't accept.

Resolved Date: 06/20/2005 12:53 PM

Resolved By: Alex Petrosino

### Resolution:

Paul explained options to customer and agreed to send the customer a copy of his lease agreement. Customer will review and get back to us if necessary. Received and filed p&s agreement in cust. letters for 2005. Water heater was not listed as rental and owned by BSG.



## Call Back Request

**Status:** Resolved

**Call Information:**

Date/Time Call Received: 06/22/2005 12:56 PM  
Specialist: Leigh Elliott

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

cust had orig. requested a new wh rental from us today - upon plumber arrival it was det. that wh piping there now and heating system piping is illegal. Also, chimney in bad shape, will need liner. (please see notes on acct for more) cust very upset - on disability and cannot use hw in house or bathroom - says [REDACTED] p&h instld the heating sys there now and [REDACTED] told her that they were subcontracted by us for orig install 4 yrs ago. Expld to cust we do our own heating sys installs. Cust feels we should be doing more to help her. spoke to cust again - cust said Fire Dept had been out today also and agreed piping is incorrect. when I spoke to cust again I mentioned that she may want to go to city hall and see if [REDACTED] pulled a permit for the original job here. Cust said [REDACTED] was on site now, expld to cust that [REDACTED] is responsible to repair this issue.

**Resolved Date:** 06/22/2005 02:08 PM

**Resolved By:** Alex Petrosino

**Resolution:**

Called cust. 2:09pm. left message for call back.

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# **Guardian Care**

## **Rental Conversion Burners**





## Call Back Request

**Status:** Resolved

**Call Information:**

Date/Time Call Received: 12/09/2004 10:41 AM  
Specialist: Liam Needham

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

Customer renting a conversion burner. Says that no service tech would touch it & BSG wanted to charge him for svc call. Wants c/b for free, says it's not worth 5 cents to him.

**Resolved Date:** 12/13/2004 02:17 PM  
**Resolved By:** Alex Petrosino

**Resolution:**  
spoke to son, agreed to have tech check out cb due to its age. it was installed in 1981. rep told him we would charge \$100 if problem was not with cb.



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 01/12/2005 10:34 AM  
Specialist: Ryan Hodsdon

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

customer claims she had new heating system installed back in 2000 or 2001. was billed for cb until 12/2004. cb was picked up 11/29/04. looking for reimbursement of past rental fees. does not have any proof of when new system was installed.

**Resolved Date:** 01/18/2005 08:56 AM

**Resolved By:** Patty Dyer

**Resolution:**

Called cust left message to call back with [REDACTED] and Serial number off new boiler (should at least indicate manufactured date). As a side note, cust did not get billed for a service call on 10/23/04 as the call went out as rental. Plan on crediting cust for some rentals, but billing for service call. 1/17, credited customer for 2001-2004 rental cb fees, billed cust for service and parts call on 10/23.



## Call Back Request

**Status:** Resolved

**Call Information:**

Date/Time Call Received: 02/18/2005 10:16 AM  
Specialist: Ryan Hodsdon

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

customer claims has cb picked up in october. no order in system. did pick up wh. customer claims she has called several times, doesn't have any names. wouldn't allow me to try to straighten things out with her. demanding supervisor from beginning of call

**Resolved Date:** 02/18/2005 01:10 PM

**Resolved By:** Alex Petrosino

**Resolution:**

Customer claims she called several times to have equipment removed, no order for cb removal. wh was cancelled but cb kept billing. equipment is old. cancelled bill and abandoned equipment.

# **Guardian Care**

# **Unspecified Rentals**



## Call Back Request

**Status:** Resolver

**Call Information:**

Date/Time Call Received: 12/22/2004 04:03 PM  
Specialist: Alex Petrosino

**Customer Information:**

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

**Reason for Call:**

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

**Issue:**

spoke to rep who refused rental water heater because of her credit. requested to speak to mgr.

**Resolved Date:** 12/22/2004 04:07 PM  
**Resolved By:** Alex Petrosino

**Resolution:**

cust. had acct. for 23yrs. moved and had large settle up balance that she paid over 5 months and one month early. new acct. is current. rep. should have looked at all information before rejecting acct. Ultimately wh could not be rented or sold since existing unit is in the attic.



## Call Back Request

Status: Resolved

### Call Information:

Date/Time Call Received: 12/28/2004 03:53 PM  
Specialist: Liam Needham

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

### Issue:

Customer received call from collection agency about bill for \$192.65. This amount was overdue rental charges from 11/17/03 (see pol adj) transferred from gas acct to separate acct. Customer had c/b & w/h removed shortly thereafter so monthly charges were never generated & customer never recvd statement. Cust insists never had overdue rental charges & always paid bill in full on time prior to 11/17/03. Explnd to cust how payments applied to account. Cust feels she doesn't owe this amount & wants call back.

Resolved Date: 12/29/2004 09:46 AM

Resolved By: Alex Petrosino

### Resolution:

customer never received statement for transferred rental balances. sent detail to customer, she will pay balance.



## Call Back Request

Status: Resolved

### Call Information:

Date/Time Call Received: 01/12/2005 01:25 PM  
Specialist: Paul Kady

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

### Issue:

cst bought house 12/2000. Claims that rental was never disclosed to her and she has been disputing it with us, but there are no notes in her acct. Cst was behind on acct, and rental and arrears were moved to new ca in 8/2004. Cst has made no payments on new ca. She claims is not resp for any of the rental fees, and wants to have them removed, and the rental contract cancelled. Plz call cst to discuss options.

**Resolved Date:** 01/13/2005 11:49 AM

**Resolved By:** Alex Petrosino

### Resolution:

Original installation was for previous tenant through Energy USA. The new owner was never notified of the rental and it started billing to her in 2002. Advised csr to cancel all charges to the current owner and notify customer of same.



## Call Back Request

Status: Resolved

### Call Information:

Date/Time Call Received: 03/21/2005 11:20 AM  
Specialist: Liam Needham

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

### Issue:

[REDACTED] is refinancing house for his cousin. Spoke to [REDACTED] (not sure which one) about release of [REDACTED]. [REDACTED] is requesting to speak to Alex about the release.

Resolved Date: 03/31/2005 12:09 PM  
Resolved By: Alex Petrosino

### Resolution:

Explained to cust. that attachment was placed in 1996 by [REDACTED]. Cust. must speak with atty. in order to resolve. Cust. signed rewrite contracts in early 1990's etc. He decided to pay outstanding balance in order to refinance then will dispute balance with BSG.





## Call Back Request

Status: Resolver

### Call Information:

Date/Time Call Received: 05/17/2005 07:40 AM  
Specialist: Loribeth Robinson

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

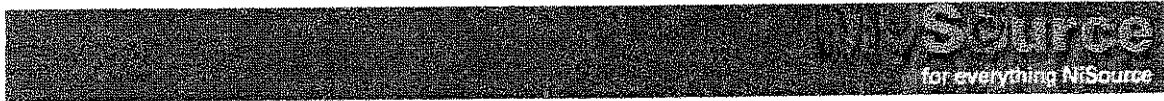
### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

### Issue:

cust upset that buyout was billed to him, said never received warning of overdue rentals-would like a supervisor to call him

Resolved Date: 06/07/2005 05:15 PM  
Resolved By: Alex Petrosino  
Resolution: Sent rental contract cancellation letter to customer.



## Call Back Request

Status: Resolved

### Call Information:

Date/Time Call Received: 06/15/2005 04:02 PM  
Specialist: Alex Petrosino

### Customer Information:

Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Account Number: [REDACTED]  
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

### Reason for Call:

- ☐ Guardian Care
- ☐ G.C. Service Repairs
- ☐ G.C. Technical Questions
- ☒ G.C. Rentals/WH CB
- ☐ New Business
- ☐ Cancellation Due to Shut-Offs

### Issue:

Customer disagrees with fact that rental is past due because he pays his gas bill after the cycle cut off nearly every month.



Resolved Date: 06/15/2005 04:05 PM

Resolved By: Alex Petrosino


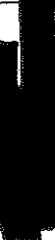
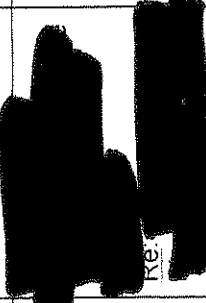
### Resolution:

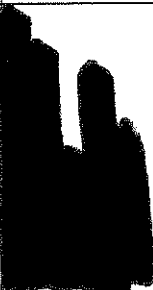

I spoke to cust. and explained the posting routine and the benefits of having the rental on a separate account. Cust. agreed to move receivable balance from rental to gas and set up new rental account separate from gas acct.

**BAY STATE GAS COMPANY  
DISPUTE RESOLUTION LOG  
For Calendar Year 2003**

Date of Dispute	Initiator	Description of Dispute	Mediator	Resolution
A) Feb. 7, 2003		Complainant made a series of complaints to the Company regarding its service business and contractor referral process.		While these complaints were initiated under 220 CMR 12.00, Bay State's service business is fully integrated in the utility and therefore not an affiliate. It is not subject to the dispute resolution measures set out in 220 CMR 12.00 et seq.
B) Aug. 22 & Aug. 26, 2003	Same as above	Complainant made a complaint regarding how the Company describes various independent contractors in Company publications and Company's compliance with 5/03 Settlement Agreement.	Same as above	Nevertheless, a mutually agreeable resolution was achieved through mediation on 5/14/03 (Settlement Agreement attached)  The Company on 8/26/03 and Mediator on 9/16/03, provided written responses to complainant. Mediator concurred with Company position regarding "independent contractor" language and viewed Company's actions as not inconsistent with Settlement Agreement.

**BAY STATE GAS COMPANY  
DISPUTE RESOLUTION LOG  
For Calendar Year 2004**

Date of Dispute	Initiator	Description of Dispute	Mediator	Resolution
A) Feb. 17, 2004 thru April 12, 2004		Complainant made a series of complaints regarding Company's compliance with 5/03 Settlement Agreement; contractor referral process; advertising of Company's service offerings with customer bills; Company literature regarding various types of independent contractors; applicability of Standards of Conduct Regulations (220 C.M.R. 12.00); and application of Dispute Resolution Procedure (220 C.M.R. 12.03 (18) and Company's actions thereunder.		While these complaints were initiated under 220 CMR 12.00, Bay State's service business is fully integrated in the utility and therefore not an affiliate. It is not subject to the dispute resolution measures set out in 220 CMR 12.00 et seq.  Nevertheless, through a series of letters, the Company responded to the complaints. Moreover, these complaints were the subject of a mediation held on April 20, 2004. Complainant and the Company reached a tentative mediated resolution on April 20 <sup>th</sup> . The Company ultimately accepted the resolution recommended by the Mediator, the Complainant did not. While the Company's service business activities are not jurisdictional to the 220 C.M.R. 12.00 regulations, the Company did voluntarily comply with the Mediator's recommended resolution of these matters (Report and Decision of Mediator attached).
B) April 8, 2004		Complainant complained about Company's placement of Company service stickers on customer appliances, asserting a violation of 220 CMR 12.00.	N/A	While this complaint was initiated under 220 CMR 12.00, Bay State's service business is fully integrated in the utility and therefore not an affiliate. It is not subject to the dispute resolution measures set out in 220 CMR 12.00 et seq.  Nevertheless, Company responded by letter dated April 13, 2004 that Company's policy is and has been for several years.

Date of Dispute	Initiator	Description of Dispute	Mediator	Resolution
C) April 2004		Letter to DTE from Complainant (copy forwarded to Company) regarding placement of stickers on customer appliances, inferring a violation of 220 CMR 12.00.	N/A	<p>not to affix stickers to customer appliances.</p> <p>While this complaint was apparently initiated under 220 CMR 12.00, Bay State's service business is fully integrated in the utility and therefore not an affiliate. Moreover, the Company is not subject to the dispute resolution measures set out in 220 CMR 12.00 et seq. with regard to complaints about its integrated service business.</p> <p>Nevertheless, Company responded to Complainant by letter dated April 13, 2004 (with copy to DTE) advising that it is and has been the Company's policy for several years not to place service stickers on customer owned appliances.</p>
D) July 22, 2004		Complainant, through the Massachusetts Department of Telecommunication and Energy (DTE), complained regarding taped message on Company's 1-877-427-4748 ("4748#") phone line.	N/A	<p>In response to the complaint, the Company placed the taped message regarding the availability of contractors to perform service work as both an "upfront message" (prior to hearing menu options on the Company's 4748# line) and as one of a series of messages when a caller was placed on hold. The Company informed the DTE of its actions. (Bay State's service business is fully integrated in the utility and therefore not an affiliate. It is not jurisdictional to 220 CMR 12.00, nor subject to the dispute resolution measures therein.)</p>

Date of Dispute	Initiator	Description of Dispute	Mediator	Resolution
E) August 5, 2004	[REDACTED]	Complainant, through the office of Massachusetts State Representative Frank Hynes, complained regarding taped message on Company's 4748#.	N/A	During August, the Company verbally responded to Representative's office informing State Representative's office that the Company was placing the taped message regarding the availability of contractors to perform service work as both an "upfront message" (prior to hearing menu options on the Company's 4748#) and as one of a series of messages when a caller was placed on hold. Also referred Representative's office to the DTE as this is the same issue raised by the Complainant with the DTE in July. (Bay State's service business is fully integrated in the utility and therefore not an affiliate. It is not jurisdictional to 220 CMR 12.00, nor subject to the dispute resolution measures therein.)
F) August 26, 2004	[REDACTED]	Initiator questioned as a generally matter, the legality of the Company's ability to be in the service business based upon the existence of the "utility deregulation act". Initiator inferred a violation of 220 CMR 12.00.	N/A	While the purported basis for this complaint was 220 CMR 12.00, Bay State's service business is fully integrated in the utility and therefore not an affiliate. It is not jurisdictional to 220 CMR 12.00, nor subject to the dispute resolution measures therein.  Nevertheless, the Company responded by letter dated September 30 informing Initiator that the manner in which the Company conducts its service businesses consistent with Massachusetts law.
G) September 9,	[REDACTED]	Complainant, through State Representative	N/A	The Company verbally responded to State

Date of Dispute	Initiator	Description of Dispute	Mediator	Resolution
2004	[REDACTED]	Hynes' office, complained seeking audio tape copies or text versions of various recorded messages on Company phone lines.		Representative Hynes' Office that this matter was jurisdictional to the DTE. (Bay State's service business is fully integrated in the utility and therefore not an affiliate. It is not jurisdictional to 220 CMR 12.00, nor subject to the dispute resolution measures therein.)
H) October 28, 2004	[REDACTED]	Through the DTE, Complainant asserted a violation of 220 CMR 12.00 regarding the proprietary of service business ads included with customer bills.	N/A	Even though the purported basis for this complaint was 220 CMR 12.00, Bay State's service business is fully integrated in the utility and therefore not an affiliate. It is not jurisdictional to 220 CMR 12.00, nor subject to the dispute resolution measures therein.  Nevertheless, on November 9, the Company verbally responded to DTE confirming that its integrated service business promotions were in compliance with the DTE's requirements.

COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
SECOND SET OF INFORMATION REQUESTS FROM UWUA LOCAL 273  
D. T. E. 05-27

Date: July 16, 2005

Responsible: Stephen H. Bryant, President

UWUA-2-10 Please provide any projections of future growth in the number of Bay State's customers made at or around the time of Bay State's merger with NiSource. Include all workpapers supporting such projections of customer growth.

Response: The Company has been unable to locate any forecast of growth in the number of customers that was made at or around the time of Bay State's merger with NiSource.



COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE  
FIRST SET OF INFORMATION REQUESTS FROM THE DEPARTMENT OF ENERGY  
RESOURCES  
D. T. E. 05-27

Date: July 16, 2005

Responsible: Joseph A. Ferro, Manager Regulatory Policy

DOER 1-8 Assume a PBR adjustment of 1.7% (gas industry price input inflation less productivity and consumer dividend offsets), please calculate:

- a. The Company's overall rate adjustment assuming that the Company's "cast off rates" *exclude* all "accumulated costs associated with eligible steel distribution facilities that the Company has already replaced" (BSG/LRK-1, p. 17).
- b. The Company's overall rate adjustment assuming that the Company's "cast off rates" *include* all "accumulated costs associated with eligible steel distribution facilities that the Company has already replaced" (BSG/LRK-1, p. 17).

Response: a. The Company's overall annual base rate adjustment excludes any increase to the component of base rates associated with the accumulated costs of facilities included in the Steel Infrastructure Replacement ((SIR) program. Please see Exhibit BSG/JAF-2, at 26, and Schedule JAF-2-8 and JAF-2-9.

b. Please see Attachment DOER-1-8, for an annual base rate adjustment that includes a PBR rate adjustment to base rates that includes the rate components, or incremental base rates, reflective of the revenue requirement on the accumulated costs associated with the SIR program. The calculation starts with the Illustrative ABRAM calculation presented in Schedule JAF-2-9, eliminates the subtraction of the hypothetical Year One SIR incremental rates. Thus, the "cast-off rates" include the SIR Year One incremental base rates shown in Column C of Schedule JAF-2-9 (designed to recover an annual revenue requirement of \$5,979,860). After the PBR adjustment is applied to these cast-off rates, the energy efficiency therm adjustment is applied, and then the Year Two SIR incremental base rates are added (designed to recover an annual revenue requirement of \$3,400,305). The resulting overall rate adjustment is greater than the illustrative base rate adjustment filed in Schedule JAF-2-9 by the Year One SIR incremental base rates times the PBR percentage adjustments to all the base rate elements.

Also, see response to DTE-3-34 for the SIR program costs included in the SIR base rate adjustment, which is incorporated into the annual base rate adjustment.

**Bay State Gas Company  
Annual Base Rate Adjustment Mechanism**

Witness: J. A. Ferro  
D.T.E. 05-27  
Attachment DOER-1-8  
Page 1

**Illustrative Calculation  
PBR Applied to Base Rates Including SIR Incremental Rates**

		Previous Year			Current Year					
line	Description	Base Rate	SIR Base Rate	Base Rate w/o SIR Rate (B) - (C)	PBR Adj. % 1/	PBR Adj. Base Rate (1 + E) x (B)	Energy Eff. Adj % 2/	SIR Base Rate ^ (2nd Yr Sir)	Total Base Rate (F) x (1+G) + (H)	Billing Determinants
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
1	R-1									
2	Bills	\$ 12.05			2.10%	\$ 12.30	0.00%	\$ 0.25	\$ 12.55	380,501
3	Winter Period Head Block	0.2486			0.32%	0.2494	0.31%	0.0053	0.2555	1,604,466
4	Winter Period Tail Block	0.2003	D		0.32%	0.2009	0.93%	0.0043	0.2071	1,857,106
5	Summer Period Head Block	0.2486			0.32%	0.2494	0.22%	0.0053	0.2553	1,389,418
6	Summer Period Tail Block	0.2003	E		0.32%	0.2009	0.86%	0.0043	0.2070	1,079,447
7	Total R-1				1.70%					
8			L							
9	R-2									
10	Bills	\$ 6.49	E		2.10%	\$ 6.63	0.00%	\$ 0.14	\$ 6.77	20,014
11	Winter Period	0.1203			0.77%	0.1212	0.60%	0.0025	0.1245	280,669
12	Summer Period	0.1203	T		0.77%	0.1212	0.51%	0.0025	0.1243	185,060
13	Total R-2				1.70%					
14			E							
15	R-3									
16	Bills	\$ 12.57			2.10%	\$ 12.83	0.00%	\$ 0.26	\$ 13.09	2,450,273
17	Winter Period Head Block	0.3306	T		1.51%	0.3356	0.43%	0.0070	0.3440	98,515,583
18	Winter Period Tail Block	0.2309			1.51%	0.2344	1.10%	0.0049	0.2419	86,449,543
19	Summer Period Head Block	0.3306	O		1.51%	0.3356	0.32%	0.0070	0.3437	27,905,036
20	Summer Period Tail Block	0.2309			1.51%	0.2344	0.54%	0.0049	0.2406	13,769,925
21	Total R-3				1.70%					
22			I							
23	R-4									
24	Bills	\$ 6.49	N		2.10%	\$ 6.63	0.00%	\$ 0.14	\$ 6.77	216,221
25	Winter Period Head Block	0.0736			1.34%	0.0746	0.71%	0.0016	0.0767	16,977,998
26	Summer Period Head Block	0.0736	C		1.34%	0.0746	0.39%	0.0016	0.0765	4,165,204
27	Total R-4				1.70%					
28			L							
29	OL									
30	Bills	\$ 2.68	U		1.70%	\$ 2.73	0.00%	\$ 0.06	\$ 2.79	144
31	Total OL				1.70%					
32			D							
33	G-40									
34	Bills	\$ 19.73	E		2.10%	\$ 20.14	0.00%	\$ 0.42	\$ 20.56	200,206
35	Winter Period	0.3210			1.50%	0.3258	0.77%	0.0068	0.3351	22,497,947
36	Summer Period	0.3210			1.50%	0.3258	0.51%	0.0068	0.3343	2,713,289
37	Total G-40		S		1.70%					
38										
39	G-50		I							
40	Bills	\$ 19.73			2.10%	\$ 20.14	0.00%	\$ 0.42	\$ 20.56	39,908
41	Winter Period	0.2926	R		1.49%	0.2970	0.41%	0.0062	0.3044	3,109,876
42	Summer Period	0.2926			1.49%	0.2970	0.23%	0.0062	0.3039	2,134,110
43	Total G-50				1.70%					

NOTES: 1/ For illustrative purposes, using PBR % adjustment of 1.7%, consisting of (1) inflation adjustment of 2.1% & (2) productivity and consumer dividend offset of 0.4%.

2/ Percentages used for illustrative purposes. EE Adj.% = (prior YR Billing Determinants ("BD") / [BD - EE Therms]) - 1.

**Bay State Gas Company  
Annual Base Rate Adjustment Mechanism**

Witness: J. A. Ferro  
D.T.E. 05-27  
Attachment DOER-1-8  
Page 2

**Illustrative Calculation  
PBR Applied to Base Rates Including SIR Incremental Rates**

		Previous Year			Current Year					
line	Description	Base Rate	SIR Base Rate	Base Rate w/o SIR Rate (B) - (C)	PBR Adj. % 1/	PBR Adj. Base Rate (1 + E) x (B)	Energy Eff. Adj % 2/	SIR Base Rate ^ (2nd Yr Sir)	Total Base Rate (F) x (1+G) + (H)	Billing Determinants
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
44										
45	G-41		D							
46	Bills	\$ 67.51			2.10%	\$ 68.93	0.00%	\$ 1.43	\$ 70.36	56,195
47	Winter Period	0.1994	E		1.55%	0.2025	1.12%	0.0042	0.2090	46,519,987
48	Summer Period	0.1263			1.55%	0.1283	1.24%	0.0027	0.1326	7,640,605
49	Total G-41		L		1.70%					
50										
51	G-51		E							
52	Bills	\$ 67.51			2.10%	\$ 68.93	0.00%	\$ 1.43	\$ 70.36	21,073
53	Winter Period	0.1843	T		1.52%	0.1871	0.98%	0.0038	0.1927	12,740,904
54	Summer Period	0.0858			1.52%	0.0871	0.72%	0.0018	0.0895	8,628,479
55	Total G-51		E		1.70%					
56										
57	G-42									
58	Bills	\$ 221.22	T		2.10%	\$ 225.87	0.00%	\$ 4.68	\$ 230.55	7,432
59	Winter Period	0.1863			1.61%	0.1893	0.00%	0.0040	0.1933	36,806,379
60	Summer Period	0.0808	O		1.61%	0.0821	0.00%	0.0017	0.0838	7,329,027
61	Total G-42				1.70%					
62										
63	G-52		I							
64	Bills	\$ 221.22			2.10%	\$ 225.87	0.00%	\$ 4.68	\$ 230.55	2,989
65	Winter Period	0.1747	N		1.62%	0.1775	0.00%	0.0037	0.1812	14,756,628
66	Summer Period	0.0682			1.62%	0.0693	0.00%	0.0015	0.0708	10,748,640
67	Total G-52		C		1.70%					
68										
69	G-43		L							
70	Bills	\$ 811.15			2.10%	\$ 828.18	0.00%	\$ 17.15	\$ 845.33	181
71	Winter Period	0.0526	U		1.65%	0.0535	0.00%	0.0011	0.0546	7,211,204
72	Summer Period	0.0201			1.65%	0.0204	0.00%	0.0005	0.0209	2,256,827
73	Peak Demand	2.1593	D		1.65%	2.1950	0.00%	0.0005	2.1955	342,526
74	Offpeak Demand	0.6721			1.65%	0.6832	0.00%	0.0005	0.6837	103,257
75	Total G-43		E		1.70%					
76										
77	G-53									
78	Bills	\$ 811.15	S		2.10%	\$ 828.18	0.00%	\$ 17.15	\$ 845.33	799
79	Winter Period	0.0526			1.66%	0.0535	0.00%	0.0011	0.0546	28,655,953
80	Summer Period	0.0201	I		1.66%	0.0204	0.00%	0.0005	0.0209	25,566,274
81	Peak Demand	2.1593			1.66%	2.1950	0.00%	0.0005	2.1955	1,388,815
82	Offpeak Demand	0.6721	R		1.66%	0.6832	0.00%	0.0005	0.6837	1,184,822
83	Total G-53				1.70%					

NOTES: 1/ For illustrative purposes, using PBR % adjustment of 1.7%, consisting of (1) inflation adjustment of 2.1% & (2) productivity and consumer dividend offset of 0.4%.

2/ Percentages used for illustrative purposes. EE Adj.% = (prior YR Billing Determinants ("BD") / [BD - EE Therms]) - 1.